



LUL Undermines Ticket Office Jobs

Managers are grilling MF staff about various ticket-selling scenarios, and if you just sell the customer the ticket they want, you are marked down! Instead you are supposed to tell them to go elsewhere to do it. Some groups are threatening to discipline staff who do not tell customers to buy elsewhere next time!

LUL is pressuring staff to reduce demand at the ticket offices, and thus to co-operate in the destruction of our own jobs.

A 2007 document (*Key Planning Developments and Assumptions*) spelt out in detail LUL's plans to drive business away from ticket offices. These will no doubt lead to renewed attacks on ticket office jobs, and include:

- ticket offices no longer selling weekly, monthly, annual or other season tickets.
- non-LU ticket selling outlets on LUL stations.
- POMs replacing ticket offices at "low demand locations".
- more sales outlets away from LUL stations, actively promoted by LUL.

This adds up to a clear plan to drive custom away from ticket offices, and will be followed by ticket office cuts and closures, and job losses.

We beat one ticket office closure plan last year. We will now have to beat another.

£5 Minimum Top-Up: No Co-operation With This 'Trial'

LUL wants to impose a £5 minimum on Oyster top-ups at the ticket office window. This is another attempt to drive custom away from the window and threaten jobs. It will also anger passengers.

RMT (and TSSA) registered a 'failure to agree' about this, and will discuss this issue with Directors on 18 February. But LUL is going ahead with a trial of the £5 minimum anyway, starting on 1 March, at London Bridge, Bond Street, Earl's Court, Liverpool Street and South Kensington.

RMT advises our members not to co-operate with this trial. It is an attack on ticket office jobs and on customer service, and LUL has no right to impose new policies before talks with the unions have finished.



LUL Leaves Staff Out In The Cold

As London and nearby areas disappeared under thick snow, many staff could not get to work. Radio and TV advised us not to travel; TfL cancelled the buses.

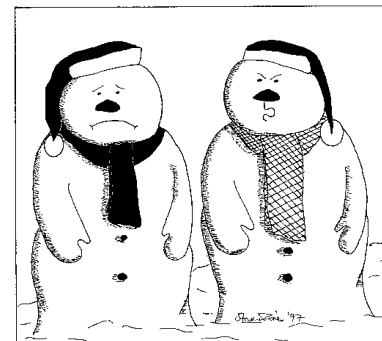
LUL managers are deducting pay and leave from staff who could not get in. So the company stops people getting in, then fines us!

RMT members are appalled by LUL's attitude. Many spent hours trudging through snow, waiting for staff taxis that did not turn up, standing at train stations or bus stops in a vain effort to get in.

This was not a holiday! Staff tried to get to work but, through no fault of their own, could not. They should not be penalised.

RMT drafted a grievance, which 48 staff put their names to in just a few days. Under pressure from staff anger at the clear injustice, LUL has now agreed that managers have discretion not to take pay or leave from you if they are satisfied that you made a genuine effort to get to work.

Write to your manager: explain your circumstances, insist you are not penalised. Your RMT rep can help with this, and your union will continue to press for justice for all our snowed-in members.



"What was I supposed to do, teleport?! I'm going to log on to www.rmtplatform.org.uk/weather

Join

- Get an application form from your local RMT rep
- Phone the union on **0800-376-3706**
- Join online at www.rmt.org.uk/join

RMT Stations and Revenue Council reps are:

Jon Abdullah 07810-153880

Janine Booth 07748-760261

Neil Cochrane 07739-869867

Mick Crossey 07931-570521

John Kelly 07740-065367

Malcolm Taylor 07748-933241

SRT Review: Going Nowhere?

LUL's Review of the Special Requirements Team has left many issues unresolved.

Management stated that *"SRT staff are sent to a station because of the special requirement, but once there, can do whatever a local manager or supervisor tells them to"*. This breaks the founding principle of the SRT, and is grossly unfair on both SRT and resident staff. We are all entitled to know what we are doing at work each day, and not to be used as a 'dog's body'. **RMT strongly advises members to insist on doing only the work to which you are deployed.**

LUL is to adjust staff numbers in each zone, but is excluding the unions from this.

Management admitted to using SRT staff when they are not supposed to. On our request, they will send out a detailed briefing to managers about when SRT staff can and can not be used. We asked for a meeting to examine specific incidents. Management refused.

We asked that the request form which GSMs send to book SRT staff should be copied to the station for display. Management will consider this.

LUL is consulting staff about changing SRT rosters. We protested that unions should be consulted. LUL conceded that **there would be no changes to the rosters until the issue of union representation was resolved.**

RMT asked for talks to agree a definition of a 'special requirement'. LUL refused, insisting that a special requirement is "whatever LUL deems it to be".

RMT objected to LUL moving early fixed links start times to earlier than 6am.

Such changes are voluntary: you can refuse. If you do so, and get any grief from managers, contact RMT.

Despite the outstanding issues, LUL then closed the SRT Review! RMT will keep arguing strongly for the best possible rights for SRT and other station staff, but as you can see, talking with LUL management will only get us so far.

It is more important than ever that SRT and other station staff get active in the RMT, join if you are not already a member, and assert your rights at work.

- There is a union noticeboard for SRT staff in the Griffin Rooms. You can also read much more about the SRT here: www.rmtplatform.org.uk/srt

LUL Steps Up Pressure On Sick Staff

Managers have been calling in sick staff for 'informal' meetings when they have been off sick for less than 28 days, and are refusing union representation. However, LUL policy does not give managers the right to call sick staff to a meeting without evidence you will be off for more than 28 days; and states clearly that staff have the right to union representation at any meeting while off sick.

LUL is escalating its attendance clampdown, and now plainly feels no obligation adhere to its own, already-harsh policies!

Contact your RMT rep if this happens. We will insist on union representation for any member who is off sick, as LUL policy states.

12 hours rest

You are entitled to 12 hours rest between duties (10 hours exceptionally, 8 hours in an emergency). There is no exemption according to whether your duties are safety-critical or not.

When attending LUL's 'Valuing Time' workshop or similar events, you must finish work 12 hours before the event starts, and not work again until at least 12 hours after its finishing time.

know your rights

Willesden Green To Ballot

Willesden Green group staff are angry at management bullying, feeling that their GSM shows contempt for staff and oversees a regime of fear. Examples? Sacking disabled staff; stopping sick pay; using dependants leave in attendance warnings; issuing warnings at Return to Work interviews; ignoring disciplinary procedures; preventing union representation; sending DSMs on unannounced home visits; and the list goes on.

This GSM is no stranger to this style of 'management', as North Greenwich drivers can testify. For months, local and functional reps have tried to convince senior management that there is a crisis on this group, but thus far our concerns have fallen on deaf ears. RMT members are left with no choice but to ask for a ballot for industrial action on the group. Neasden RMT branch voted unanimously for a ballot, with offers of solidarity from all grades.

Willesden Green gives a snapshot of what is going on across London Underground. RMT Regional Organiser Steve Hedley told members that the issues on this group are occurring in all areas and may well escalate into an all-grades, combine-wide dispute.

SRT and Station Staff - Unite!

Station staff experience much the same problems whether you are in the SRT, group reserve or rostered. There have been minor tensions between some station staff and some SRT staff but for the most part we have all tried our best to get on and work together.

The root cause of the tension is not individual staff but management, who ignore the agreements they made with the unions, for example making SRT staff cover rostered. SRT staff are unable to oppose this as LUL refuses allow SRT staff union representation.

Station staff have many issues which unite us. We should not allow LUL to play one set of workers off against the other. Criticising each other will not make the problems go away. The only way we can make a positive change is to challenge management. Stick together, organise, and build the RMT.

Got a report for the next issue of **RMT platform**? An issue you'd like to see covered? Or a question you'd like answered? Contact Janine Booth on internal e-mail, personal e-mail janine.booth@bopenworld.com, or phone 07748-760261.